

The CP Connection

The Community Partner Newsletter

Issue 24

August Issue 2017



"Let no man pull you low enough to hate him."

~Martin Luther King Jr.

New Resources for Clinics to Access Medical Records

Hello and happy August to you. I hope you and your pets are making it through this heat wave. I really like Los Angeles, but this time of year is one of those "just get through it" times in the city.

Over the last several months, we have been focusing on trying to make it easier for your clinics to access medical records at DHS clinics and hospitals. We know that when MHLA patients get care at DHS, your providers need to know what happened during that visit. The good news is that once MHLA clinics are up and running on LANES (Los Angeles Network for Enhanced Services), your providers will be able to look up medical history information related to visits at DHS and other hospitals. I hope we have clinics using LANES next year.

Until then, the only other option is for clinics to request medical records directly of our DHS hospitals and clinics. Getting paper medical records can be challenging and, well, not exactly the wave of the future. That's why we have been trying to find an interim solution until LANES—and we hope that *eConsult* is the answer. The first article on page two provides an update on accessing medical records at DHS facilities for MHLA program participants. We are excited to announce that two of our facilities are

now returning specialty care records via *eConsult*. We developed a new fact sheet that contains the details on this process, and revised the existing 'hospital medical records' fact sheet as well. These documents are on the MHLA website.

In other news, the ongoing national conversation about immigration has been discouraging. The population we serve is particularly vulnerable to the ebb and flow of the political climate. The last article on page two provides some policy assistance for clinics about how to help your patients and staff be prepared in this new political climate. Please take a look and follow the link for more information and sample clinic policies that could make a difference in the lives of our MHLA participants.

It's hard to believe that we're approaching the end of summer. It went too fast. Have a safe Labor Day.

-Amy Luftig Viste,
Program Director,
MHLA

Inside this issue:

- ◆ Update on accessing patient medical records at DHS. See page 2 for more information.
- ◆ Sample Clinic Immigration Policies. More info is available on page 2.

Update on Getting Participant's Medical Records at DHS Facilities

The MHLA Program Office hopes that the new streamlined process for getting participant's medical records has been working smoothly for most of our Community Partners (CPs).

One challenge for some CPs has been getting paper medical records. Working with Olive View and LAC+USC, we have developed a new process for requesting medical records that we hope will make the process faster and easier, and that avoids killing trees.

Olive View and LAC+USC will now be returning medical records related to specialty care visits via *eConsult* to CPs. This will help expedite this process.

How does it work? If you need medical records from LAC+USC, please **fax** a list of those MHLA participants for whom you need a medical record to **(323) 226-2231**. Include the *eConsult* number for the specialty care visit. The records will then be uploaded to *eConsult*. (For non-specialty care visits, requests should be faxed to the above number, without an *eConsult* number).

Unfortunately, due to a backlog of requests at LAC+USC, you may not have received a medical record you previously requested. If you submitted a medical record request of LAC+USC for a visit prior to July 1, 2017 that you have not yet received, please fax a list of these patients to **(323) 226-2231** and email Jewelene Waller at jwaller@dhs.lacounty.gov. Please let her know you sent the fax so she can prioritize your request. To reiterate, you *only* need to email Jewelene if you requested a medical record for a visit prior to July 1 that you haven't yet received.

For Olive View Medical Center, you can also include the *eConsult* number when requesting medical records (Fax to **(310) 782-1796**), as they can also return records to you via *eConsult*. Olive View does not have a backlog, so there is no need to email them after you fax.

At Harbor UCLA Medical Center, there is no change in the current process. Continue faxing your requests to:

(310) 782-1796. We'll notify you with Harbor's progress on returning records via *eConsult*.

With all requests for medical records, please be sure the participant kept the appointment. Numerous requests are made for individuals that were "No Shows." This can save a lot of our time and yours, and help DHS staff return all requested records more promptly.

Please see our updated fact sheet on our website, **dhs.lacounty.gov/mhla** in the "For DHS and MHLA Community Partners" section, (Username: *mhlacpp*, Password: *Lacounty1*), "DHS and MHLA General Info."

If you have any questions, please contact Philip Barragan, Program Advocate, at pbarragan@dhs.lacounty.gov.

Departure of Southern California Medical Center from MHLA

MHLA is terminating its contract with Southern California Medical Center (SCMC) on September 1, 2017

SCMC has two approved MHLA locations in El Monte and Pico Rivera. Together, these two clinics have 464 MHLA participants enrolled. The MHLA Program will be transferring these individuals to other CPs close to the participant's home. The clinics have been notified that they will be receiving these patients.

Thank you to our MHLA partners for working with us to find new medical home clinics for these participants, and we are confident that they will experience no disruption in care as a result of the termination.

Immigration Policies at your Clinic

California Health+ Advocates (CHA), the advocacy affiliate of the California Primary Care Association (CPCA), has recently developed sample policies and procedures to help clinics prepare for the possibility of an immigration raid at their facility.

CHA has been working with their immigration partners, including the National Immigration Law Center, to have these sample policies reviewed.

There are six sample policies designed to be used by interested clinics. You can find and review these documents on the MHLA website at: **dhs.lacounty.gov/mhla** under "MHLA Reports and Resources."

The CP Connection

Amy Luftig Viste Program Director
Philip Barragan Newsletter Editor
Cinderella Cernik Contributor

